NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

Department:	Library
Academic Year:	2017 Annual Update # 1 X Annual Update #2

1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

1. As a result of attending library tutorials, students will demonstrate the ability to select and locate print, audiovisual and electronic library resources. (Assessment methods: Student performance after instructional portion of tutorials; student use of appropriate resources for research assignments.)
2. The library will provide students, faculty, and staff with a variety of timely, high-quality, and relevant print, audiovisual and electronic resources for support in coursework, research, professional development, life skills, and personal development. (Assessment methods: Analysis of collection age and numbers of resources on different topics; circulation statistics; purchase and weeding numbers per assessment period.)
3. Students will increase their use of and engagement with the written word, leading to improved success in coursework at BCC and after transfer. (Assessment methods: Student use of appropriate resources for research assignments; circulation statistics; surveys of students to assess their reading behavior at various points during their education.)

B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

We did three assessments: SAO 1 was assessed using student performance after the instructional performance of tutorials. SAO 2 was assessed by a study of how the use of electronic resources helped students succeed in their courses. SAO 2 and 3 were assessed by the completion of a five-year cycle of circulation statistics and its analysis.

C) Describe any improvements made by your unit as a result of the outcomes assessment process:

1. What did you learn from your evaluation of these measures?

Other than 2013-14, in which the numbers look so low that I think they are probably inaccurate, the general trend [for circulation statistics] has been upward. Library use shot up over the last FY (2016-2017). This supports increased funding and personnel support for the library. It also suggests that we are achieving our goals as far as SLOs. Although a different assessment would need to be used to gauge depth of engagement with materials and the effect on student success, we can at least see that students are using the library.

However, the trend has been downward for physical materials and upward specifically for electronic materials. This is probably the same as what other academic libraries are seeing nationwide, and it may reflect a shift in our enrollment patterns with more students taking online courses. However, in pedagogical terms there is some reason for concern here. Electronic materials enable cutting/pasting, selective reading, and "cherry-picking" evidence more easily than print materials. In addition, literature, poetry, and classic nonfiction (e.g. John McPhee) are generally print items in our collection, suggesting that students are not accessing these.

Assessment of electronic resources helping students succeed: **Students were almost twice as likely as the average to receive an A in the course if they requested library passwords.** They were also somewhat more likely to receive a B. Thus, despite some limitations in our ability to assess this data, it seems very clear that there is a strong and persuasive correlation between library resource use and course-level success.

In assessing student performance after tutorials, **75 students out of 92 who attended tutorials performed successfully on SAO 1.** This is a good result, but could always be improved.

2. What improvements have you implemented as a result of your analysis of these measures?

Improved the wording and directions of the survey given to students that measured SAO 1 to address areas where they had trouble understanding the directions.
Worked on a Canvas shell for the library (soon to go live) so as to provide information and assistance, including reference assistance, to students in an online format.

3. What improvements do you plan* to implement as a result of your analysis of these measures?
(*List any resources required for planned implementation in #3: Resources.)

- Researching cost of a streaming video service to as to better support the trend toward heavy use of electronic materials.
- Continue to provide excellent print and electronic materials that support our curriculum.
- Work on data integrity so that there is no question our statistics are correct.
- Work with faculty and library staff to promote engagement with materials so that students are encouraged to actively learn rather than cutting and pasting.
- Work with faculty and library staff to encourage the use of literature, poetry, and outstanding nonfiction writing, whether print or electronic, to make sure that we are delivering our students the best possible education in accordance with BCC's mission and vision.
- More assessments to take place in 2017-18, including looking more deeply into how effectively students are using library materials, and student reading patterns.
- Identify specific obstacles keeping students from succeeding in the tasks given in library tutorials. Do these students belong to specific demographic groups (i.e. ESL students who may not understand the directions)? How can we close the gap?

2.	GOALS AND OBJECTIVES *(Taken From #9--Action Plan--of FULL Program Review)*			
	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Provide persuasive data via BAP and program review to ask that the Library Tech I position which was removed in Spring, 2013 should be reinstated by means of extending a part-time employee to full-time (in the past the request was for a second part-time individual). Help to students and work on periodicals, book	**#1** BAP is approved by appropriate committees	Presidential, VPAA, HR, and BOT approval	Position is hired Library Tech 1 tasks are completed more rapidly and to a higher standard
		#2		
		#3		

processing, shelving, shelf-reading (re-ordering items that are in the wrong place) and other tasks would all take place more quickly and to a higher standard of quality since they would be performed by regular employees, not substitutes.				

Goal #1 Annual Update: (Assess progress made toward goal attainment)

I still don't know if last year's BAP was approved or turned down. I am submitting it again.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#2	Research feasibility of hiring a contract instructional librarian/technology expert to create tutorial materials for distance education students. Research other methods of creating and providing these materials, such as the librarian taking courses to learn how to do this. Look into whether electronic resource vendors have materials that we can upload or link to.	#1	Decide on the best way(s) of providing online tutorial materials for students.	Many questions need to be answered. Is this kind of temporary hire usual, or if not, how do small libraries without dedicated instructional technology staff address the issue? How much would it cost? How would the resources be maintained once the contractor was done? Would it be better or cheaper for the librarian to take courses in creating this kind of material so that the work can be done in-house? What support will be needed from the Online Office? Once these questions are answered, the task of deciding how to provide these resources can be completed.	A decision is made on how tutorial/information literacy materials will be made available to distance education students. If needed, a BAP will be submitted in October 2017.
		#2			
		#3			

Goal #2 Annual Update: (Assess progress made toward goal attainment)

We employed a Board-approved volunteer with a MLIS degree to create these resources on a library Canvas shell. This has been done. A YouTube channel for the library has also been created by library staff. However, there are some technical issues with the resources and the YouTube channel so they remain under construction. This goal is a moving target considering the amount of material that must be made available to students, the possibility of changes as the effectiveness of our Canvas material is assessed, and changes in technology. However, I think we have made significant progress. The Canvas shell has gone live Fall 2017, so we can start to assess how well it is working to support our distance education students. The Librarian is available much of each work day to answer student questions via the Canvas shell, and is also taking an online course in distance education instructional design.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3	Research chat reference programs for price and quality	#1	Decide on a chat reference program and persuade the institution to fund and install it	Research programs via professional listservs and vendor information. Decide on a program.	Program is chosen and BAP is submitted (expected October 2017).
		#2			
		#3			

Goal #3 Annual Update: (Assess progress made toward goal attainment)

We decided that rather than research chat reference, we would incorporate a 'help' discussion board in our Canvas shell. This is not a simultaneous service but does have the advantage of being free. We can also use the Canvas chat module. We will be able to assess its usefulness to our students during 2017-18.

3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1	1	Extend part-time Library Tech 1 to full time	44,869.45	Yes	

BUDGET ALLOCATION PROPOSAL

Date: 10/4/17	Originator: Kyri Freeman
Program or Department Name:	Library
Dean/Vice President/Supervisor:	Tim Botengan

What are you requesting? *(Brief)*	Library Technician 1 extension to full time
Amount Requested: 44,869.45	☐ One-time Funding ☒ Ongoing Funding
Funding Source (if known) :	General Fund

REQUEST TYPE:

☒ Personnel/Staffing	☐ Technology Resource	☐ Facilities Resource	☐ OTHER
Complete **Personnel/Staffing** section below	Complete **Technology** section below	Complete **Facilities** section below	

PERSONNEL/STAFFING REQUEST

Is the requested position:	☐ Faculty ☒ Classified ☐ Management/Confidential
Is the requested position:	☐ A new classification (Attach *proposed* job description, or *detailed* list of proposed duties)
	☒ An existing classification *Official Job Title:* Library Technician 1
Is the requested position:	☒ Full Time ☐ Part Time: 12 Months/Year 40 Hours/Week

TECHNOLOGY RESOURCE REQUEST

Indicate the category of the request:

☐ Hardware   ☐ Software   ☐ Printer/Copier   ☐ Network   ☐ Audio-Visual   ☐ License/Maintenance

Indicate the intended users: ☐ Students   ☐ Faculty   ☐ Staff   ☐ Other

Is training required? ☐ No   ☐ Yes   Explain: _____

How will it be secured?   ☐ Alarm   ☐ Secure Room   ☐ Secure Cabinet ☐ Cable/Lock   ☐ Password

FACILITIES RESOURCE REQUEST

Indicate the intended users:	☐ Students ☐ Faculty ☐ Staff ☐ Other
Is maintenance required? ☐ No	☐ Yes Explain: _____

For best results, refer to the Budget Allocation Proposal Scoring Rubric prior to completing this form.

1. Why is the request being made?

> This is the fifth year in which we have documented this request. The library has been short one Library Technician since 2013. This is a position that provides customer service directly to students. It cannot be replaced by improving technology or changing policies. The tasks performed by this position are documented in the section below. Some of the shortfall has been taken up by student workers which we added in Fall 2015, but due to the nature of the student worker position and training this is only a stopgap. They can't do all the tasks or work all the hours of a regular part-time employee. In addition, we have an ongoing problem with theft and with elevated noise levels in the library. There are several reasons for this problem and several different avenues we are taking to address it, but the presence of personnel out on the floor doing sweeps and making themselves visible and available tends to keep noise and boisterous behavior to a minimum. When we are short-staffed, the library personnel become pinned down at the circulation desk checking books out, etc. and cannot get out onto the floor.
>
> As stated in the Quality Focus Essay, part of our accreditation self-study, "the college has an obligation to provide effective and sufficient learning support to all students." To ensure that the college meets this obligation, "support services of all types need to be increased and diversified." One of the goals identified is to extend support services and resources such as extending Library hours. We definitely agree that the Library hours should be extended. Doing so would not only extend services to all students, but would also improve the quality of services provided. Currently, the Library has a full time Librarian, a full time Library Tech II, a full time Library Tech I, and a part time Library Tech I. In order to extend hours of service in the Library, we need more staffing. We, therefore, propose that the second Library Tech I position be changed from part time to full time.

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

> **2017 PR Update Goals:** Provide persuasive data via BAP and program review to ask that the Library Tech I position which was removed in Spring, 2013 should be reinstated by means of extending a part-time employee to full-time (in the past the request was for a second part-time individual). Help to students and work on periodicals, book processing, shelving, shelf-reading (re-ordering items that are in the wrong place) and other tasks would all take place more quickly and to a higher standard of quality since they would be performed by regular employees, not substitutes.
>
> **2016 PR Section 5:** Due to the layoff of one of the part-time Library Tech 1 staff in 2013, **the library is extremely short-staffed.** This has led to a 20% reduction in the hours the library is available for student study and research. It also means that substitutes must be extensively used to cover absences rather than extending the hours of experienced employees. Work which makes items available to students, such as processing and shelving books and print periodicals, must now take place more slowly. The chance that a student will have to wait in line while someone else is helped has increased. We have already had student complaints about the reduced hours and about newspapers not being immediately available in the morning (because the one staff member on the desk could not leave the library unattended to go outside to the book drop for retrieve them). **I have appended a BAP asking that a part-time position be extended to full-time to address this issue.**

> **2016 PR Section 8:** Maintain quality personnel. Two years ago in our Annual Update we submitted a BAP asking for the part-time Library Tech I position to be reinstated. This was not funded. Now we trying to achieve the same goal by extending the current part-time position to full-time. This would solve the same problem while hopefully being more palatable to the institution. The financial cost would probably be similar but the effect on the 50% rule would be less, and the current part-time employee is amenable and would be an excellent full-time choice.
>
> **2016 PR Action Plan, Goal 1:** Provide persuasive data via BAP and program review to ask that the Library Tech I position which was removed in Spring, 2013 should be reinstated by means of extending a part-time employee to full-time (in the past the request was for a second part-time individual). Help to students and work on periodicals, book processing, shelving, shelf-reading (re-ordering items that are in the wrong place) and other tasks would all take place more quickly and to a higher standard of quality since they would be performed by regular employees, not substitutes.

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

> The availability of staff to help students and make materials available will increase success in SAOs 2 and 3. In particular, if we are able to reinstate some evening hours for the library, we will be able to provide more and better support for our students, including our online students via our Canvas shell.

c) How was this included in the Action Plan of your Program Review? Please cite section/item number and include the text.

> **2017 Update Goals: similar wording to 2016 action plan**
>
> **2016 PR Action Plan:** Provide persuasive data via BAP and program review to ask that the Library Tech I position which was removed in Spring, 2013 should be reinstated. Help to students and work on periodicals, book processing, shelving, shelf-reading (re-ordering items that are in the wrong place) and other tasks would all take place more quickly and to a higher standard of quality since they would be performed by regular employees, not substitutes.

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short term and a long term basis? Have they been notified? *(This question is not required for Personnel/Staffing requests.)*

4. a) Describe the goal(s) for this proposal. How will this improve student success or institutional services?

> If this position is reinstated, the previous level of productivity in terms of customer service, items processing, etc. will return to its former level. This will improve our departmental services and ensure that we provide students with the best service possible. Specifically, we would reinstate library evening hours so as to support all students and particularly those taking

evening classes, as well as providing more access to live assistance for distance education students.

b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

We will examine various measures such as length of lines at the circulation desk, number of times substitute workers have to be brought in, time for a book to be processed and made available, noise levels, student satisfaction, and more to demonstrate that the rehire has helped us meet our goals.

5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. Mission Statement

Fostering an innovative learning environment that respects the diversity of individual backgrounds, abilities, and cultures. – Improve access to library materials and services. Promoting student engagement and retention through caring customer service, strong student support services, and campus involvement opportunities. – Improving the hours and the number of trained employees available to provide assistance will improve our customer service and provide better support to students. Again, this position is a customer service position that works directly with students.

2. Strategic Priorities / Strategic Goals

Provide students a successful college learning experience – Students learn more successfully when they have access to excellent library services and materials. This request will speed up access to materials and improve the available services.
Promote and support student engagement – Students are more engaged when they have access to the library and when they do not have to wait in line. This request will improve engagement by improving access.
Attract, retain, and develop excellent employees – This request aligns by providing the College with the opportunity to hire an excellent employee.

3. Educational Master Plan

The library supports the Educational Master Plan by providing materials that help students complete assignments, build academic and life skills, get jobs, and transfer to other institutions, and assistance for students in using those materials. It acts in support of every academic department and program here at BCC. Thus, solving the problem of a staff shortage in the library will act to help BCC fulfill its Educational Master Plan.

4. Others: Such as Technology Plan , Facilities Master Plan, HR Staffing Plan, Professional Development Plan

As a community college, we have a responsibility to our community not only as a source of education but as an employer. This is particularly important in a community afflicted by poverty. Although we cannot employ personnel that our needs and budget do not support, when a position is documented as needed and can be paid for with existing resources, we should fill that position as a way of helping the local community as well as helping our students and our institution. Because Library Technician 1 is entry-level, the person hired would almost certainly be a local resident.

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION
*(This section **MUST** be completed)*

Budget Program Number: _____   ☐ Restricted   ☐ Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____